

Complaint about childcare provision

Ref: 2580385/5525253

Date: 11 October 2023

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 31 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 04 October 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 20 October 2023:

- ensure all staff receive safeguarding training, including how to identify and respond to concerns about a child or about a colleague's behaviour, in line with local safeguarding partners guidance and procedures

- take action to ensure vetting procedures are robust to ensure the suitability of all staff working with children and families

- ensure unvetted staff do not have unsupervised contact with children

- take action to ensure arrangements are put in place to consistently support all children with special educational needs and/or disabilities and are in line with special educational needs code of practice.

On 25 October 2023, Ofsted monitored these actions through full inspection, where we found these actions had been met. The report and inspection outcome will be published in due course.

The provider has taken action to improve staff's knowledge and understanding of child protection procedures. In addition to this, we found the provider implements procedures to assure the suitability of staff to fulfil their roles and responsibilities. Action has been taken to ensure staff who have not yet have their suitability checks completed do not have unsupervised access to children. Furthermore, steps have been taken to ensure staff have relevant information to ensure they can meet the needs of children with special educational needs and/or disabilities.

The provider will be able to give parents further information about this.

The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).